

## MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU) is entered into between the Los Alamos County Consolidated Dispatch Center (Los Alamos County CDC) and Santa Fe Regional Emergency Communications Center District (Santa Fe RECC), (hereafter referred to individually as "Party" or collectively as "Parties").

WHEREAS, each Party is engaged in providing emergency services as a E9-1-1 PSAP (Public Service Answering Point); and,

WHEREAS, each Party understands that the concept of the Emergency E9-1-1 telephone system is to provide for the prompt dispatch of all calls for assistance by the public; and,

WHEREAS, the Parties desire to work together to provide backup capability for the safety of both the citizens served and the emergency response personnel; and,

WHEREAS, the New Mexico Department of Finance and Administration, Local Government Division, requires that, under 10 NMAC 6.2.10: "The PSAP shall devise a contingency plan to provide continued emergency service when the PSAP is out of service;" and,

WHEREAS, Los Alamos CDC agrees to be trained by the Santa Fe RECC staff at its own expense;

NOW THEREFORE, in consideration of the mutual benefits to the Parties to be obtained pursuant to this MOU, the Parties hereby agree as follows:

### I. **Purpose of Agreement**

The purpose of this Agreement is for Santa Fe RECC to be the backup PSAP for the Los Alamos County Consolidated Dispatch Center.

### II. **Definitions**

The following definitions shall apply to the Agreement:

1. **Alternate Routing** – an optional feature that is capable of automatically rerouting 911 calls to a designated alternate location(s) if all 911 trunks from a central office or a public safety answering point (PSAP) are out of service.
2. **Answering position** – A location within a PSAP equipped with an ANI and/or ALI display, printer, and telephone that is used to receive incoming E9-1-1 calls.
3. **Automatic location identification (ALI)** – A feature of E9-1-1, which displays the physical address of the telephone number that is being used to place the call. It requires a data storage and retrieval system, which

matches a telephone number to its physical address. ALI information can include: address (including room or floor), names of law enforcement, fire, and medical agencies responsible for the address, type of service (e.g., residence, PBX, centrex, coin), and name associated with the telephone number.

4. **Automatic number identification (ANI)** – means a feature of E9-1-1, and sometimes basic 9-1-1 that automatically displays the telephone number of the person placing the -1-1 call at the PSAP. This is normally the telephone number of the person placing the call, but not always. For example, on older PBX systems, the ANI telephone number is normally the main number of the system. Therefore, off-premises stations will be identified as if they had the main telephone number (ANI) and as if they were located at the primary address of these older PBXs.
5. **E911 service (E9-1-1)** – A level of 911 service, with the aid of a database management system and electronic switching, that provides rapid and reliable public service response to emergency calls. The system provides tandem routing or selective routing of calls to the appropriate PSAP, automatic number identification (ANI) and automatic location identification (ALI).
6. **Master street address guide (MSAG)** – The document(s) or computer file(s) that list the physical street names (including the street prefix, suffix, and directional), address ranges, emergency service number and other routing codes used in the data management system (DMS) of an E9-1-1 system equipped with selective routing and/or automatic location identification.
7. **911 PSAP equipment** – The public safety answering point equipment directly related to the operation of a 911 system including, but not limited to, ANI, ALI, combined ANI/ALI displays, printers, uninterruptible power supply (UPS), telephone devices for the deaf (TDD), call detail recorders, work stations, software associated with the system, telephones and other miscellaneous equipment necessary to dispatch emergency 911 calls.
8. **Primary public safety answering point** – a PSAP equipped with automatic number identification and automatic location identification displays, and the first point of reception of a 911 call. It serves the 911 service area in which it is located, and other municipalities as may be determined by the service area committee.
9. **Public safety agency** – A public agency that provides law enforcement, fire, medical, and/or other emergency services.
10. **Public safety answering point (PSAP)** – A twenty-four hour local jurisdiction communications facility that receives 911 service calls and directly dispatches emergency response services or that relays calls to an appropriate public or private safety agency.
11. **Secondary public safety answering point** – A facility equipped with automatic number identification, automatic identification displays and all other features common to primary PSAP's. It receives 911 calls only

when they are transferred from the primary PSAP or on an alternate routing basis when calls cannot be completed to the primary PSAP.

12. **Selective transfer** – On systems with selective transfer, calls are routed to the proper secondary PSAP(s).
13. **Service Area** – means the geographic area in which one or more entities participating in a 911-system are responsible for responding to all 911 calls and for ensuring that appropriate emergency assistance is dispatched.

### III. **Responsibilities of the Parties under this Agreement**

In consideration of the mutual desires of the Parties to enter into this Agreement, and in recognition of the public and respective agency benefits to be derived from this mutual assistance, the Parties agree that their respective responsibilities and obligations under this Agreement shall be as follows:

- A. Santa Fe RECC ("Santa Fe RECC")
  1. Santa Fe RECC shall provide to Los Alamos County CDC, at no cost to Santa Fe RECC, backup PSAP service should any condition arise which requires alternate routing, default routing, or selective transfer of E-9-1-1 calls from the Los Alamos County PSAP due to an inability to answer E-9-1-1 calls and respond to them appropriately.
  2. Santa Fe RECC shall relay all E-9-1-1 calls to the Los Alamos County Consolidated Dispatch Center including ANI and ALI data that is received by Santa Fe County.
  3. Los Alamos County shall promptly notify Santa Fe RECC when they have activated the telephone transfer switch to have the E-9-1-1 calls from Los Alamos County diverted to Santa Fe RECC.
  3. Los Alamos County agrees to provide emergency contact numbers for the chain of command personnel in each emergency response department.
  4. Los Alamos County agrees to provide radio codes, radio frequencies, or any other information required to perform as a secondary PSAP.
  5. Both parties agree to maintain sufficient PSAP equipment to provide PSAP services.

### IV. **Amendment or Cancellation of Agreement**

1. This Agreement may be amended at any time in writing and by mutual consent of the Parties. Each Party may cancel its participation in the Agreement upon ninety (90) days written notice to the other Parties.
2. This Agreement may be cancelled immediately, by either party, if the PSAP service cannot be provided due to the cost of purchasing or maintaining necessary equipment.

V. **Duration of Agreement**

This Agreement shall be in effect as of the date signed by all Parties and shall remain in effect until the Agreement is cancelled by the parties in accordance with the terms set forth herein.

VI. **Notification**

After all Parties have signed this MOU, a copy of the signed MOU will be forwarded to the E-9-1-1 Coordinator at the Local Government Division of the New Mexico Department of Finance and Administration, Bataan Memorial Building, Suite 201, Santa Fe, NM 87503.

**SIGNATURES**

The undersigned Parties bind themselves to the faithful performance of the Agreement. It is mutually understood that this Agreement shall not become effective until approved by all Parties involved.

In Witness Whereof, the Parties to this MOU execute this Agreement:

**Santa Fe Regional Emergency Communications Center District**

BY: [Signature]  
(Signature of Authorized Official)

Stan Holden, Chief  
(Printed Name)

Chairman  
(Title)

Dated 4/26/07

Approved as to form:  
Santa Fe RECC

By: [Signature]  
Mark Basham, Legal Counsel

5/2/07  
Date

**Los Alamos Consolidated Communication Center**

**BY:** \_\_\_\_\_  
(Signature of Authorized Official)

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Title)

Dated \_\_\_\_\_

Approved as to form:

By: \_\_\_\_\_

\_\_\_\_\_  
Date